

Northland Pioneer College
Strategic Planning and Accreditation Steering Committee (SPASC)
April 1, 2011

Members in attendance: Russell Dickerson, Claude Endfield, Eric Henderson, Gary Mack, Mary Mathias, Mark Vest

Advisory members in attendance: Trudy Bender, Eric Bishop, Ann Hess, Cindy Hildebrand, Jeanne Swarthout

Guests: Colleen Readel (recorder)

- I. Approval of minutes from 03/04/2011
 - a. Motion to approve by Russell Dickerson, second by Claude Endfield
 - i. Unanimously approved

- II. Review pillar drafts
 - a. Pillar One proposed changes discussed by Dr. Henderson
 - i. Improving student learning
 1. Ex. Audio & video classes – use of temp employees for returning materials to students, controlling background chatter, etc. Employee, could even be a peer, to use camera to focus on student who is speaking during discussion; pass out materials to class
 - a. Mark, this would cost approximately \$500 per class per semester? Trudy, why can't they then sit in the room and monitor paper tests?
 - b. Discussion: How is this funded? Increase course fees? Or does college pay for it out of existing budget? At the moment it is not in the strategic plan so we might deal with it in terms of putting it back on the students. It depends on how we want to allocate resources that facilitate student learning – if we believe this facilitates student learning and improves the educational environment.
 - c. Dr. Swarthout has worked in environments where this has been done and it is somewhat helpful but not as helpful as she thought it would be.
 - d. Mark asked if Dr. Henderson would be comfortable piloting this in the fall. Yes, definitely – in three large enrollment classes.
 2. Use of Adobe Connect updated to: by Fall 2011
 3. Remove continue to revise guidelines for online course development
 - a. We have accomplished this
 4. Remove surveying students on scheduling platform preferences
 - a. May belong somewhere else in the strategic plan
 5. 1.1.2 – no reason to change, important priority
 - a. Mark, placement has course-by-course performance data by placement score for all general education classes and they've

reviewed the first two. They have a January 2012 reporting deadline for IC.

- ii. Improve pedagogical strategies and technologies
 - 1. Add: Provide at least one sabbatical per semester and encourage faculty to apply for and take sabbaticals that will involve improving student learning. This is probably much more expensive than the item about temporary employees.
- iii. Move to Pillar Two: 1.1.4 Improve tutorial support
 - 1. Move second bullet of 1.1.4 to 1.1.3 – Implement tutor training
- iv. Discuss/work on 1.1.5 regarding daycare
 - 1. Dr. Henderson and Claude Endfield will get together and work on this
- v. Add 1.x.x increase number of “lab aides” and adjuncts across additional subject areas
 - 1. Current use of lab aides in studio art, sciences, general education, welding, auto
 - 2. Explore other areas that could use lab aides or use of qualified adjuncts to supplement classroom instruction
 - 3. Limited by budget
- vi. Add 1.x.x reduce from 12 the number of enrolled students required to 10
 - 1. Numbers not consistent among centers
 - 2. Eric Bishop suggestion to rewrite the language to state we will revisit the minimum number to make a section... based on the location and disciplines
- vii. No changes to remaining two areas
- viii. Mary asked if this was the Pillar that talks about having more HLC type people or classes at the centers, if someone needed an English tutor at a remote center
 - 1. Eric Henderson states that we have some tutoring information in 1.1.4 tutorial support that we are moving more toward Pillar 2
 - 2. Mark Vest stated that Adobe Connect could be used for students at the centers He has spoken with student at Kayenta, Hopi and Whiteriver who are willing to try using it. We need to set up times for use in the library or open lab. Advertise ahead of time so that people are aware that the open lab is not available.
- ix. Priority 2 – 1.2.2 remove Explore AAS degree that respond to community needs
 - 1. In terms of new degrees this year we have the CAS in A+ and M+ Certification that will turn into a specialization for computer science. The Nursing & Allied Health Division did feasibility studies on two different new programs. We’re doing it but with a much more careful eye towards sustainable costs.
 - 2. After discussion it was decided to delete this comment and “Explore AAS degree...” where it is
- x. Internship opportunities – leave in and update to include “and government”
 - 1. Eric Bishop suggested adding “internal internships and apprenticeships”
 - a. IS has two internships right now
 - b. Verbiage to read: Initiate apprenticeships within the college as well as industry and government partners
- xi. Priority Three

1. Mark Vest stated when working on Pillar Two the team felt that some of the community college items should be moved to this area of Pillar One
 - a. Eric Bishop stated he could either send the six Pillars out or they could be posted to MyNPC under the Pillar discussions. The preference was to be posted under the Pillar discussions then send the links out to the Pillar leads.
 2. Discussion of 1.3.2 Revise and improve program review
 3. Discussion of 1.3.3 Strengthen department assessment of student learning
 4. Remove second bullet of 1.3.4 Establish advisory committees for new programs
- xii. Eric Bishop is keeping these versions of the Pillars for Dr. Swarthout to show the board. Eric asked the Pillar leads to go through the goals and be sure they still relate to the core components. Dr. Swarthout feels that by July 1st or maybe a little we're going to have to relook at all the core components. We may have to shift some components to others.
- b. Pillar Two proposed changes with Mark Vest
- i. Remove 2.1.1 and rewrite to focus on Community Outreach
 - ii. 2.1.2 Joint project for the CTE Dean, Business & Industry Training Coordinator and when we have a IE Director hired, for those three offices to work together to conduct a business & industry survey by 5/1/12
 - iii. 2.1.3 similar to 2.1.2 – same issue, it's important and leave in so when we're looking at developing new programs or evaluating the programs we have that we're taking into account assess community needs. The college needs the input of the IE Director on what are the best tools or the best ways to do that.
- c. Priority Two
- i. 2.2.1 – remove FTSE goals from strategic plan
 1. Discussion of FTSE. Recommendation of striking this entire goal.
 - ii. 2.2.2 – Move tutoring into this goal.
 1. Add Capture & utilize student intent data to determine retention and goal achievement. Utilize per AZ CC Strategic Vision
 2. add Implement mandatory advising for students with 32 or more credits
 3. add create & implement mandatory orientation for all new students in credit bearing courses – this will come before IC for discussion
 - a. Does it become mandatory?
 - b. Is it non-credit?
 - c. Who pays for it?
 - d. Who teaches it?
 4. Implement a series of retention strategies
 - a. Jake Hinton has a concern that there are a number of things being done for retention but there is no coherent strategy or plan to link them together. He and Don Call have a personal project for the fall semester to develop a draft retention plan for the enrollment management committee to review and the recommend to the SPASC committee in the spring.
 5. add recommendation that the administration direct instructional departments review for traditional textbooks vs. alternate learning resources

- a. Make resources more available to students
 - b. Reduce student costs
- 6. add IE Director & Director of Enrollment Services will evaluate the relative utilities of National Clearinghouse to obtain data rather than using ASSIST
 - a. ASSIST only works in state universities
 - b. National Clearinghouse works with any university, plus Prescott, Grand Canyon, University of Phoenix.
 - c. Theoretically we can get more data from National Clearinghouse than we can get out of ASSIST
- iii. 2.2.3 – Expand alumni contact program and job placement service
 - 1. Was going to be run by the foundation and the career services position (we no longer have this position)
 - 2. The foundation has been given the alumni information but has not come back to the college with any information or data
 - 3. Mary Mathias asked does this fall back into the category of some other things we have been talking about that if it's important you leave it in the plan and figure out how to do it later?
 - a. Mark – I think it may, what all of the things that we're not doing but may be important come back to is staff work with data.
- iv. 2.2.4 – Evaluate actual costs on individual programs
 - 1. We're starting to do this already with Nursing & Allied Health and CTE taking a look at actual costs
- v. 2.2.5 – Discussion to remove Increase pool of qualified adjunct faculty
 - 1. Preference to keep the number but remove the bullets regarding the high school faculty in dual enrollment
 - 2. Eric Henderson would prefer to hire full time faculty
- vi. 2.2.6 Improve data integrity – discussion to keep
 - 1. Student services, customer service, enrollment management – ongoing discussion with Jenzibar
- vii. 2.3.1 Building out remaining division & faculty pages on website. Giving faculty access to pages that we can link on to the website
 - 1. Nursing & Allied Health is done & CTE will be done by the beginning of fall
 - a. We know that from doing search engine optimization and from looking at search hits that come up that this has had impact for Nursing & Allied Health, so we know it works
- viii. 2.3.2 work to increase enrollment and transfer degree courses
 - 1. New transfer guide is out and moving to a maintenance mode
 - 2. New transfer articulation agreements with ASU, NAU, Prescott
- ix. 2.3.3 work to increase numbers of Native American students
 - 1. Marketing is working on a brochure that is specific to Native American students that will be rolled out in the fall
- x. 2.3.4 remove Consider marketing and offering one session “teaser” versions of courses that need to build enrollment which would be free, advertised and run one week prior to the start of the semester
- xi. 2.3.5 Contact recent CTE graduates and employers to evaluated success

1. Career services & the foundation were going to work on will work on a career guide
2. CTE thinks this is key and is willing to give up some of their Perkins dollars they are currently using for instructional capital items
3. Is this Pillar One or Pillar Two?
 - a. Is this how you demonstrate course & program effectiveness or is this a marketing tool?
- xii. 2.3.6 – Increase community awareness of NPC locations and offerings
 1. Add how do we handle social media?
 - a. Guidelines, do we start to heavily use social media?
 - b. How do you balance the need for free expression against the fact those things that are said the college is liable for?
 - c. We have to retain all the records.
 - d. The college attorney has pointed us towards a university that he thinks has done a good job of this and we are going to be discussing it.
- d. Pillar Three changes from Eric Bishop
 - i. 3.1.1 Enhance technology resources and infrastructure to increase & improve support for college operations
 1. Provide 100mbps connection to all locations and backup connections between the 4 campuses
 - a. We are looking to upgrade Hopi through grant funding. The cost is approximately \$675,000. It would improve services. We cannot get there with a 3rd party provider at this point.
 - b. Kayenta is not a college owned location.
 2. Integrate document-imaging and electronic form processing into primary business and enrollment processes (December 2012)
 3. Maintain standardized technology infrastructure aligned with College and industry standards
 4. Maintain regular replacement cycles for all equipment and software according to an approved maintenance plan
 - a. Maintenance plan is not created yet, but we are working on it
 5. Ensure all computer and communications systems comply with federal and state laws, regulations and policies
 - a. Working on next week to be sure that we are in compliance, fines are up to \$200,000 per month.
 6. Upgrade telephone to VoIP to all campuses & centers, integrate TTY/TDD services (phone system 20 years old)
 - a. Was set for June 2012, moving up to December 2011
 - b. We can save money long-term by upgrading and improve services to include more conference lines to be used with model classrooms. New features such as integration with unified messaging with Outlook and voicemail.
 - c. Long-term cost reduction but upfront costs.
 7. Provide wireless capabilities college-wide
 - a. Nearly completed – moved everything over to a single controller and manage everything and the wireless access points are consistent whether you go from campus to campus or campus

- to center. Apache County will also be getting wireless very soon at both of their locations very soon.
8. Deploy remote network, server and desktop management college-wide
 - a. Team viewer for Support Center tier 1 level support. Provide assistance over the phone to employees or students. Login remotely to user's computer to troubleshoot immediately during phone call.
 9. Train staff to provide network engineer services, system administrator services and expand computer support positions as budget allows
 - a. Every IS staff member has a training plan in place to upgrade their skills and duties at the college
 10. Monitor and manage direct and indirect energy consumption of all IS Assets with real time reporting and annual reduction targets
 11. Provide 2GB network storage for all students and employees by December 2010
 - a. Students do have 2GB of storage through Google documents
 - b. Employees also have network storage if they request it and they can reach it from every location. With Title III we will be able to provide a lot more storage in a different way.
 12. Build private network connections to Hopi and Kayenta (*December 2012*)
 - a. Looking at grant funding. May revise to just Hopi.
 - b. We do not have our own space; we are using a small space in the high school at Kayenta. To get there it would cost about \$1.3 million. If we build out Hopi first, it would cost about \$600,000 or \$700,000, but that is still significant.
 13. Increase network reliability by adding an active secondary connection to the Internet
 - a. That is happening with Title III
 - b. Title III will strengthen the network by upgrading from 10meg to 100 total.
 - c. Discussion of internet speed and usage once we are at 100mbps and is there a need to block certain accesses
 - d. Eric stated that instruction will always have the highest priority in the resources that we provide
 - e. Trudy – we've talked about different types of logins and media fees based on usage – limit the amount of time and storage space for the public who paid a certain type of media fee as opposed to anything instructional or staff. Where are we that?
 - i. We have not developed that yet, but it can be done. We will be looking at that. Quality of service is already in place and is being worked on internally within IS. Internally in the network the audio/video system has the highest priority.
 14. Increase network reliability by adding an active secondary connection to the Internet (December 2010)

15. Increase network reliability by adding an active secondary connection between key retransmission locations (e.g. between PDC and WMC, WMC and Greens Peak) (*August 2012*)
 - a. We will be building a link between Greens Peak and Hermosa to do some load balancing of traffic. That is on track with Title III for this summer.
 16. Provide public and internal remote access to college meeting via web conferencing
 - a. This has been done and been available for approximately 8 months.
 17. Implement security and recovery plans to include access to secondary and parallel systems and backup at remote locations and between locations for critical services (e.g. e-mail, Web servers, file servers, core network, databases and financial systems) (*August 2011*)
 - a. We have done this with exchange clustering. Data is always on two servers for backup.
 18. Pilot a test group of thin clients within the college focusing on general library, open lab and library testing computers by March 2011
 - a. We were working on that last month with the library. We have been deploying thin clients. We're working on things on the server side. The department of corrections will be receiving thin clients for their instruction out there.
 19. Ensure that the role of the Support Center is to provide highly efficient and effective Tier 1 support by integrating Support Center and IS Technician roles (*March 2011*)
 - a. We have already done this. All the techs in the Support Center report to Clint Batson now and he is working on that plan.
 20. Strengthen and support existing network infrastructure
 - a. We've done audits and some remediation. We have fixed some security issues and this work is ongoing.
 21. Ensure that there is an effective advisory group in place to help communicate needs to IS.
 - a. We're working on two groups
 - i. One will be a Jenzibar users group to help with the administrative system that we have
 - ii. The other will be a general group to provide insight and recommendations to IS on technology
 22. Single sign-on
 - a. Where you don't have multiple user names and passwords for resources at the college, ex. Moodle, JICS, Jenzibar, email. Once you are logged in, it authenticates you at every college system that you have access to.
 23. This is a good stopping point. Eric will post this document to the discussion group.
- I. Other
- a. Mark offered to assist with presentation for Chicago.

- b. Eric encourages Pillar leads to post to MyNPC. We have two more meetings before this goes to the board for the first read in May and approval in June. He has a document to send out to SPASC with the proposed changes from HLC on the criterion.
- c. Motion to adjourn by Russell Dickerson; second by Claude Endfield.
 - i. Unanimously approved